

IC Memorandum 14-1



To: KEHP Insurance Coordinators (ICs)
From: Department of Employee Insurance (DEI)
Re: New Employees Receiving Default Plan ID Cards
Date: January 13, 2014

New employees have 35 days to make a KEHP election. An issue has been discovered concerning the premature application of the default plan, Standard CDHP.

The nature of the issue is that as new employees are entered into KHRIS and their KEHP benefit eligibility is established, because there is no KEHP benefit election in the system upon initial entry, the new employee is being automatically defaulted into the Standard CDHP, single coverage level. This default triggers an Standard CDHP ID Card from Humana. DEI understands this is causing some confusion for new employees.

It is important to note that the new employee still has 35 days to elect the KEHP plan he or she would like. Once the member makes his or her KEHP election, the new (and correct) ID card will be issued.

DEI is currently working on a solution to prevent the default ID cards from being sent. Until the fix is in place, please tell the employee that the default ID card can be ignored and to continue with his or her KEHP election.

Again, a correct ID card will be sent to the employee completion of the enrollment process.

